For Families

Families – Today

How the Lim family may receive support through today's family services.



Meet the Lim family (an illustrative example)

- Parents: spousal violence
- Parent + Teen: parent-child conflict
- Teen (15): offending concerns

TODAY



The family will need to navigate different programmes for different concerns.

1 Access support



Find support from different programmes.

The Lim family would approach different centres and programmes for different concerns.

2 Understand needs



Tell their story many times.

The Lim family would explain their situation to different professionals from different programmes, each focusing questions on the needs the programme supports.

3 Receive support



Receive support from different programmes.

The different members of the Lim family receive support under different case plans.

4 Review and strengthen



Review progress separately.

The Lim family would discuss their progress separately with different programmes.

For Families

Families – Under OFS

A more integrated and proactive way of getting support for the Lim family.



Meet the Lim family (an illustrative example)

- Parents: spousal violence
- Parent + Teen: parent-child conflict
- Teen (15): offending concerns

UNDER OFS

One stop for the family to receive coordinated support.

1 Access support › 2 Understand needs › 3 Receive support › 4 Review and strengthen



Access support more easily

The Lim family can approach any OFS Touchpoint and be connected to support.



Be understood as a family

The Lim family would have a Primary Case Worker (PCW) who will understand the family's situation as a whole.



Receive support from one team

The PCW coordinates the Lim family's overall case plan and works with the relevant OFS team members to address the spousal violence, parent-child relationship and youth offending concerns.



Review progress together

The Lim family reviews their progress with the PCW, who may bring the family and relevant OFS team members together for joint discussions. They adjust support as one team based on the family's evolving needs and goals.

For Professionals – Under OFS

A coordinated, team-based way of working with families.



UNDER OFS

How professionals work together to support families.

1 **Access support** › 2 **Understand needs** › 3 **Deliver support** › 4 **Review and strengthen**



Regional Partnerships to support families

SSAs in the region work together to deliver OFS, enabling professionals across the partnership to support families at any OFS Touchpoint.



Take a whole-family view

The Primary Case Worker (PCW) leads a whole-family assessment to understand the family's interconnected needs, strengths and circumstances as a whole.



Work as one team

Professionals bring their expertise together, plan and make decisions as a team, with the PCW coordinating overall support.



Review progress together

The team regularly reviews the family's progress and adjusts support as needs change. The PCW makes sure support stays well coordinated.

ENABLERS

Supporting professionals to work effectively under OFS.

Training

Build knowledge and skills for integrated, team-based practice.

Supervision

Enhanced supervision and professional support.

Shared system and digital tools

Enable shared assessment, planning, tracking and information-sharing.

Shared Infrastructure

Shared network of OFS centres to support families where they live.



One Family Service (OFS)

A more coordinated way to support families

Support is organised around the whole family, with professionals working together to address connected needs, build long-term stability, and provide earlier, preventive support.

The key changes

- **A more coordinated plan for the whole family**
  One shared plan, coordinated by a Primary Case Worker (PCW)
- **Professionals work together as one team**
  The relevant expertise is brought together around the family's needs.

A family's journey under OFS

1 Access support



Access support more easily

A family can approach any OFS Touchpoint and be connected to the appropriate support.

2 Understand needs



Be understood as a family

A PCW will understand the family's situation as a whole.

3 Receive support



Receive support from one team

The PCW coordinates the family's overall plan, with the relevant OFS team members contributing their expertise according to the family's needs.

4 Review and strengthen



Review progress together

The family reviews their progress with the PCW, who may bring the family and other OFS team members together for joint discussions. They adjust support as one team based on the family's evolving needs and goals.

Enablers: What makes OFS work

Training

Build capabilities for integrated, team-based practice.

Supervision

Strengthen professional guidance and practice quality.

Shared systems and digital tools

Enable coordinated case planning and information-sharing.

Shared infrastructure

Support collaboration across OFS centres and organisations.

Regional partnerships

Bring SSAs and their services together to deliver OFS and improve family outcomes.